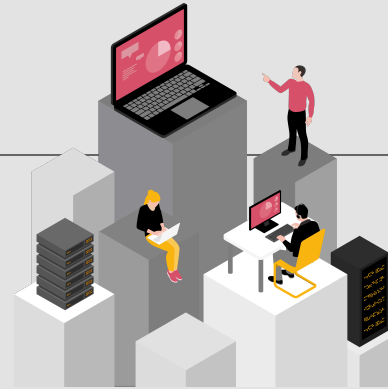


# Churn Dashboard



1869

Customers at risk

2173

# of Tech Tickets

885

# of Admin Tickets

\$2.86M

Yearly Charges

\$139.13K

Monthly Charges

## Demographics

Female Male



25%

Senior-Citizen

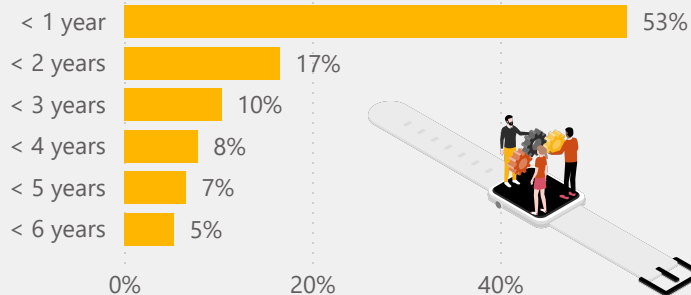
36%

Partner

17%

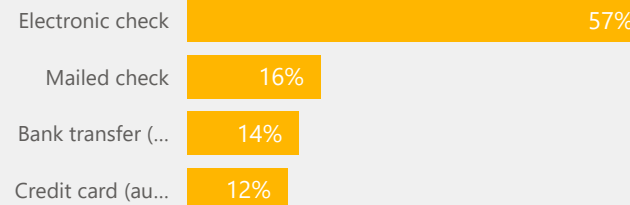
Dependents

## Subscription time

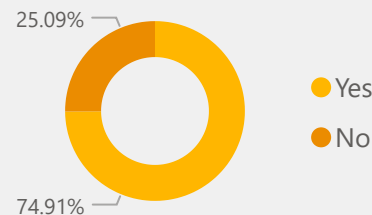


## Customer account information

### Payment method



### Paperless billing



### Average charges

\$74.44  
Monthly  
\$1,531.80  
Total

### Type of contract



## Services customers signed up for

91%

Phone Service

Multiple Lines?

49.97%

no

50.03%

yes

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

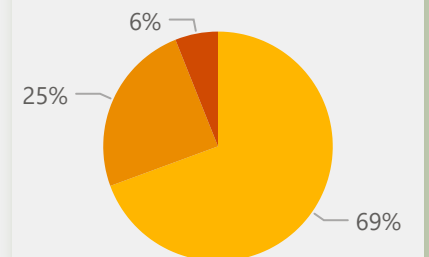
Tech Support

16%

Online Security



Fiber optic DSL No



# Customer Risk Analysis



## Risk of churn

- ☐ No  
☐ Yes

## Internet service

- ☐ DSL  
☐ Fiber optic  
☐ No

## Months subscribed

0 72

## Contract type

- ☒ Month-to-month  
☐ One year  
☐ Two year

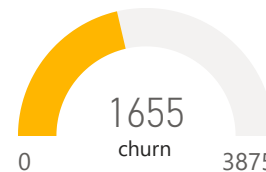


3875

Total customers

42.71%

churn rate %



\$5.31M

Yearly Charges

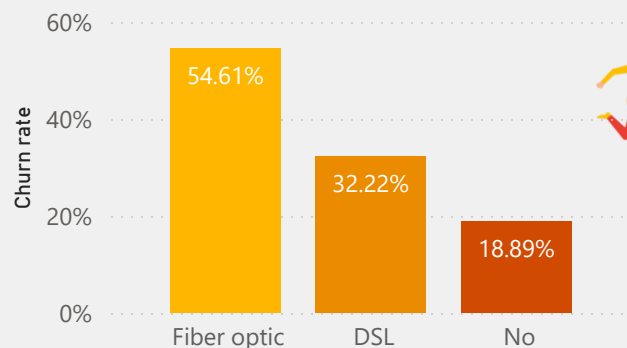
1497

Tech Tickets

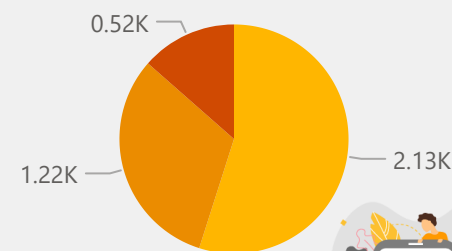
1956

Admin Tickets

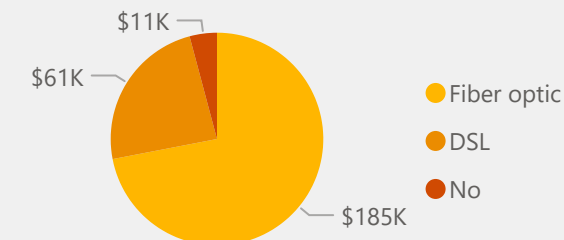
## Churn by type of internet service



## # of customers by internet service

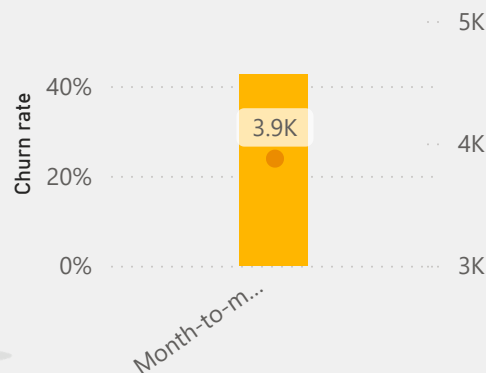


## Sum of monthly charges



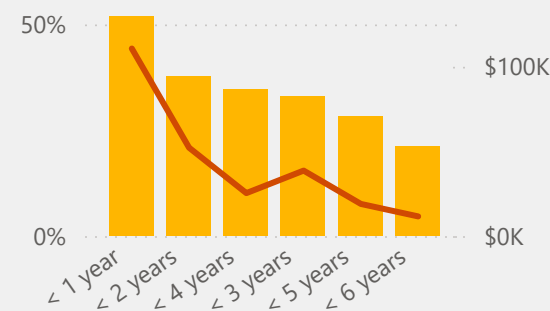
## Type of contract

Churn rate Customers



## Years of contract

churn rate % Sum of MonthlyCharges



## Churn by payment method

churn rate % Sum of MonthlyCharges

